

**ANNUAL REPORT  
FOR THE YEAR 2015**

The logo of the Tiaong Water District is a circular emblem. It features a central shield with a palm tree and a sun. The words "TIAONG WATER DISTRICT" are written in a circular path around the top of the shield, and "TIAONG, QUEZON" is written around the bottom. The entire logo is rendered in a light blue color.

## **TIAONG WATER DISTRICT**

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TIAONG WATER DISTRICT

Tiaong, Quezon

2015 ANNUAL REPORT

TABLE OF CONTENTS

FOREWORD

VISION, MISSION AND CORE VALUES

I. GENERAL

- A. ADMINISTRATIVE
- B. FINANCIAL/COMMERCIAL
- C. TECHNICAL
- D. OPERATIONAL

II. PROFILE

- A. THE WATER DISTRICT AND ITS PHYSICAL SYSTEMS FACILITIES
  - 1. ORGANIZATION
  - 2. EXISTING SYSTEM FACILITIES
- B. CURRENT OPERATIONAL/FINANCIAL HIGHLIGHTS
  - 1. EXISTING WATER RATES
  - 2. OPERATING INCOME/EXPENSES
  - 3. FINANCIAL HIGHLIGHTS
- C. COMMUNITY ECONOMIC PROFILE
  - 1. TOTAL POPULATION
  - 2. AVERAGE MONTHLY INCOME
  - 3. MAJOR SOURCE OF INCOME
  - 4. AVERAGE MONTHLY EXPENDITURES
  - 5. MUNICIPALITY / CITY REVENUE
  - 6. AVERAGE RATE OF MORTALITY (WATER BORNE DISEASE)
  - 7. AVERAGE RATE OF MORBIDITY (WATER BORNE DISEASE)
  - 8. MAJOR AGRICULTURAL, INDUSTRIAL AND COMMERCIAL ACTIVITIES
- D. OTHER INFORMATION

## I. WATER DISTRICT HISTORY

Tiaong Water District was created thru Municipal Resolution No. 68 which was passed on November 19, 1980 by the local government of Tiaong, Quezon. This resolution gave the water district full control and administration of the waterworks operations in the municipality in accordance with P.D. 198 better known as the "Local Water Utilities Act of 1973" as amended by P.D. Nos. 768 and 1479.

Tiaong Water District was issued the Conditional Certificate of Conformance (CCC) on May 4, 1981 by the Local Water Utilities Administration which enabled it to operate under standard specifications.

The first source of water of Tiaong Water was a spring from a Mountain in Ayusan II. The quantity from the spring could not sustain the increasing demand of concessionaires. Therefore to improve the Quantity and Quality of Water, the District Develop a new source, Ayusan, Lusacan and Lagalag Pumping Station which began its operation on 2001, 2005 and 2009 respectively. Tiaong Water District develop new source of water at Ayusan II Pumping Station on November 2012 that replace Ayusan Pumping Station.

At present, Tiaong Water is a Category C Water District that has 5,330 active concessionaires is classified as residential and commercial. The present service area of the district is divided into fifteen (15) zones within the town of Tiaong, Quezon. The Tiaong Water District has served 22 Barangay out of 31 Barangay (71%) of Municipality of Tiaong.



## **Foreword**

It is my privilege to present to you the Annual Report for Tiaong Water District for the Calendar Year 2015. I hope you will find this report both informative and interesting and that it will give you a greater understanding of the work undertaken by our organization. More importantly, the Annual Report shows the result of Tiaong Water District operation for the year 2015. It provides information about the Water Districts Financial Standing and Growth.

During the Year 2015, Tiaong Water District with the aid of Local Water Utilities Administration (LWUA) began its expansion projects. Three (3) additional Barangay (Bula, Tagbakin and Tamisian) and five hundred forty four (544) New Service Connection was now served by the Water District.

Water is the heart of our Industry. Our hands serve as waterways from source up to our concessionaires. The challenge is how far can we reach them without spilling a drop from our hands? The goal of Tiaong Water District is to reach them all. As the world is facing significant environmental and sustainability related challenges, mega-trends such as climate change and population growth, Demand for water increases. Our business grows and our geographic footprint expands. We have to consistently evolve what we do and force ourselves to find new ways to sustain our operations and, in the process, reduce the loss of each drop of water.

## **VISION**

**To provide the entire Municipality of Tiaong clean,  
potable and affordable supply of water**

**To cooperate and coordinate with Government  
Agencies, Water Associations and Private Entities to  
ensure sustainable water supply in the locality**

**To act as catalyst to economic growth of Tiaong by  
providing better water services to its consumers**

## **MISSION**

**The Tiaong Water District exists as an institution tasked  
to provide clean, safe and affordable water.**



**ANNUAL REPORT**  
For the Period January 1, 2015 to December 31, 2015

**I. GENERAL**

**A. ADMINISTRATIVE**

1. Attached approved organizational charts in effect as year's end.
  - a. Functional Chart YES
  - b. Position/Organizational Chart (Key employees only) - showing Permanent positions and incumbents YES
  
2. Attach list of employed personnel with pertinent information.  
(List of Plantilla of Personnel for the Fiscal Year 2015) YES

The following summarizes the District's staffing

  - a. Total number of employees 33
  - b. Number of permanent employees 15
  - c. Number of casual/temporary employees/laborers 13
  - d. Number of employees meeting minimum qualifications per Job Description adopted by the District 15
  - e. Number of employees not classified as casual/temporary who do not meet the minimum qualifications established by the District 5
  
3. Has the District adopted a policy prohibiting hiring of personnel related up to the *fourth degree* by affinity or consanguinity? (Yes or No) Yes, CSC Rules

If not, how many of the employees are related to other employees of officials with the fourth degree by *affinity of consanguinity* ?

YES
  
4. Has the District adopted rules and regulation YES
  - a. Peronnel Matters YES
  - b. Utility Customer Relations YES
  - c. General Utility Operations YES

During the year, in how many instances (or how many times) have exemption to theses rules and regulations has been in special cases?

NONE
  
5. Attach list of policy - setting resolutions adopted, repealed or amended by the District Board including those adopting LWUA guidelines (Summary of Policy - Setting Resolutions) YES
  
6. Has the District written and properly updated, reliable records of the following?  
(A field check may be undertaken, if necessary? Yes or no)
  - a. Customer Complaints YES
  - b. Billing and Collection YES
  - c. Delinquencies in Payment of Water Bills YES
  - d. Meter Histories YES
  - e. Service Connections YES
  - f. Equipment Histories YES
  - g. Equipment Downtime YES
  - h. Bacteriological Tests YES
  - i. System Pressure YES
  - j. Leak Reports YES
  - k. Unaccounted for Water YES
  - l. Pump Effeciencies YES
  - m. Water Production YES
  - n. Water Production YES
  - o. Valve and pipeline location YES
  - p. General Accounting YES
  - q. Stock Inventory YES
  - r. Stores Usage YES
  - s. Employees Record YES
  - t. Minutes and Board Meetings YES
  
7. For this year, Auditing has been done by the Commission on Audit No
  
8. Attach list of reports prepared regularly by the District on a monthly basis as required in the commercial Practice Manual (Omit this item if the District has not yet installed the commercial practices system in which case, indicate that the said system has not yet been installed yet.  
(List of Reports Prepared Regularly) Annex E



**B. FINANCIAL/COMMERCIAL**

1. Attach the District's financial statements for the report year including a comparison of the immediate past year.

Annex F

2. For the year under report, the District's total *budgetary outlay* was broken down into:  
(Source: Approved Budget)

P 34,181,700.00

- a. Operating Outlay
- b. Capital Outlay
- c. Special budgets, if any (*additional budget* )-Contingency
- d. Debt Service
- e. Reserve

P 23,146,200.00

P 6,295,000.00

P 505,500.00

P 4,039,000.00

P 196,000.00

3. For this same *one-year* period, the District's Gross Revenue was broken down into:  
(Source: Financial Report)

P 30,947,367.63

- a. Collection from water sales
- b. Other water revenues
- c. Other non-operating income
- d. Proceeds from *LWUA loan* to finance new service connections

P 29,162,479.04

P 1,597,198.50

P 187,690.09

-

4. For this same *one-year* period, the District's expenditures was broken down into:  
(Source: Financial Report)

P 29,496,692.41

- a. Operational (operation & maintenance expenses, including depreciation)
- b. Capital Outlay
- c. Annual Debt Servicing (Annex G - Summary of Loan Payments to LWUA)

P 23,227,281.84

P 3,441,633.57

P 2,827,777.00

5. For this same *one-year* period, the total salaries, wages & other emoluments paid for the District's employees where broken down into:

P 5,425,600.17

- a. For permanent employees
- b. For casual/temporary

P 3,140,323.00

P 2,285,277.17

6. Expenses for power/fuel for pumping during the year (Acct. #726, if Commercial Practices Accts. are in effect):

P 4,376,923.79

7. Total amount *billed* during the year is broken down into:

P 28,225,669.00

Residential & Govt  
Commercial and others

P 25,781,617.50

P 2,444,051.50

8. Total amount *collected* (*water sales only* during the year is broken down into:

P 29,162,479.04

- a. Current Billings
- b. Arrears

P 21,115,590.32

P 8,046,888.72

9. Total amount uncollected (delinquent) at year's end excluding Bad Debts

P 2,977,074.75

10. Total reserves at year's end

P 847,795.52

11. Complaints filed, processed and settled during the year

- a. Total number filed, processed and settled during the year
- b. Number dismissed for lack of merit/withdrawn
- c. Number investigated
- d. Number settled to the satisfaction of complaints
- e. Number elevated to the District Board of Directors
- f. Number settled by the Board
- g. Number elevated to the higher authorities

5,331

0

5,331

5,331

0

0

0

12. At year's end, the following water charges were in force:  
(Annex H-Approved Water Rates Schedule)

Annex H

Had these rates been submitted to LWUA for review? (Yes or No)

Yes

**C. TECHNICAL**

1. Has the District adopted by Board Resolutions, a set of design and construction standard? (Yes or No)  
If so, who prepared it?  
Is it being adhered to strictly?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



2. Does the District undertake bacteriological test of its water? (Yes or No)

How often are these test made per year?

Is LWUA being furnished copies of these test reports? (Yes or No)

For the report year, how many such reports were submitted to LWUA?

YES

Monthly

YES

12

3. State the method of water treatment employed by the District, if any

Chlorination

4. Does the District undertake regular pump efficiency test? (Yes or No)

How many of these pumps does the District have in its system?

How many of these pumps are operational?

3

3

#### D. OPERATIONAL

1. Total water production during the year in cubic metres

(Annex I-Summary of Water Production and Consumption)

Total water billed in cubic meters

Average per capita consumption in lpd

1,597,696.00

Annex I

1,135,725.00

633 L / day

2. Attach list of Water Sources (Annex J-WD Water Sources)

Annex J

3. Is the District provided with measuring devices to measure their water production? (Yes or No)

If yes, what type?

If not, how do you measure productions

YES

Flow Meter

4. As of year's end, the District has the following existing service connection and related information. (Annex K-Service Connection Growth)

Annex K

a. Total number of existing connections (Active & Inactive Connection)

b. Number of Active Connections

c. Number of Metered Connections

1. With functioning meters

2. With non-functioning meters

d. Number of flat rate connections

e. Number of connections regularly billed

f. Number of delinquent concessionaires

g. Average number of customers per connections (HH)

5,716

5,330

5,330

5,330

0

0

-

1,635

5,330

5. Estimated population of district service areas

63,355

a. Estimated population served by utility whether fully or partially

26,650

6. Because of inadequate facilities, the District had to provide partial service in accordance with the following average length of time each 24-hours day:

a. Less than 6 hours service

b. 7-12 hours service

c. 13-18 hours service

d. 19-24 hours service

(Not: You may vary the number of hours as may be necessary to suit actual conditions)

N/A

N/A

N/A

N/A

7. Attach list of major equipment and machinery (with an initial cost of at least P 10,000.00 including pertinent information). (Annex M-List of Major Equipments)

Annex L

8. Does the District keep written record of request for service? (Yes or No)

YES

a. Does the record show the date when such requests were made and the nature of the service requested (Yes or No)

b. On the average, how long (in days) does it take the District to respond and attend such requests?

c. How many such reports were received during the year?

d. How many of these reports attended to during the year?

YES

24 hours

5,331

5,331



**TIAONG WATER DISTRICT**

**ANNUAL REPORT**

For the Period January 1, 2015 to December 31, 2015

**II. PROFILE**

**1. THE WATER DISTRICT & ITS PHYSICAL SYSTEM'S FACILITIES**

**A. ORGANIZATION**

1. Date Formed	November 11, 1980	Age (months) as of 12/31/15	421
2. Date CCC was issued	May 4, 1981	CCC No.	151
3. Personnel	29		

Comments: (adequacy, qualification, performance & others)

**B. EXISTING SYSTEM'S FACILITIES**

**1. Service**

1.1 Service Area	22 Barangay of Tiaong, Quezon
1.2 Population of Service Area (Latest)	63,355
1.3 No. of Households	5,330
1.4 No. of Persons/Household	5
1.5 Service Time (hrs./day)	24 hours/day

**2. Structure and Equipment**

**2.1 Administration Building**

Office Area	60 sq m
Office Equipment (see List of Major Equipments)	Annex M

**2.2 If rented, how much per month?**

N/A

**2.3 Type of Water Source**

Deepwell

Rated Capacity per day (cu.m. / day)

4,415 m<sup>3</sup> / day

**2.4 Reservoir (description, built, dimension and capacity)**

1 unit	150	cu.m	Concrete Ground Tank Reservoir at Lumignon, Tiaong, Quezon
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**2.5 Water Sources (Annex K-WD Water Sources)**

**2.6 Service Connections**

Type	Flat	Metered	Total
Residential Government	0	5,114	5,114
Commercial	0	216	216
Bulk	0	0	0
Total	0	5,330	5,330

**2.7 Production**

Average Monthly Production

a. Booster/Pumping (cu.m)

133,141

b. Bulk Water (cu.m)

-

Production Efficiency % (average/month)

(Total Water Utilized/Total Production)

71%

NRW % (29%) YTD

29%

**2. CURRENT OPERATION / FINANCIAL HIGHLIGHTS**

**A. Existing Water Rates (Annex H-Water Rates Schedule)**

Annex H

**B. Operating Income/Expenses**

Average Water Sales (average/mo)

P 2,352,147.80

Average Collection (average/mo)

P 2,430,206.59

Prepared by:

Checked by:

Noted by:

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CASHIER D

WILFREDO L. MORALES  
SR ACCOUNTING PROCESSOR A

ENGR. PERSEVERANDO T. ATIENZA  
General Manager